



OFFICIAL RESPONSES TO APPLICANT QUESTIONS RFP-2022-OCOM-01-COMMU

| No. | Question | Answer |
|-----|--|--|
| 1. | <p>Section 1 INTRODUCTION, Subsection 1.1. Purpose and Overview.</p> <p>Does this RFP require vendor to provide all services, or can a vendor elect to submit proposal for specific communication modalities?</p> | <p>Please see Section 1.1. Purpose and Overview. A vendor can apply for:</p> <ul style="list-style-type: none"> • Services for individuals who are Deaf or who have Hearing Loss or for individuals who experience Speech Impairments (not including Braille translation); and/or • Services for individuals who may not speak English or have Limited English Proficiency (LEP), including Braille translation individuals who are blind or who have low-vision; and/or • Services for individuals who are Deaf or who have Hearing Loss, or for individuals who experience Speech Impairments and for individuals who may not speak English or have Limited English Proficiency (LEP), including Braille translation for individuals who are blind or who have low-vision. <p>A vendor may not submit a proposal for specific communication modalities.</p> |
| 2. | <p>Section 2 BACKGROUND, Subsection 2.3. Historical Utilization.</p> <p>Can the Department clarify how encounters are measured for each of the following:</p> <ol style="list-style-type: none"> 1. Document translation 2. Face-to-Face (spoken) 3. Face-to-Face (American Sign Language) | <ol style="list-style-type: none"> 1. All vital documents and significant materials are translated into the non-English language of each regularly encountered LEP group eligible to be served or likely to be affected by the program or activity. 2. Encounters are measured by each interaction with a client and not by the hours spent. 3. Encounters are measured by each interaction with a |

**New Hampshire Department of Health and Human Services
Communication Access Services**



| | | |
|----|--|--|
| | | client and not by the hours spent. |
| 3. | Section 2.5 Scope of Services, Subsection 2.5.3.1. During the COVID-19 pandemic, would the Department consider using video interpreting (on-demand) or Virtual Onsite (scheduled) interpreting services until face-to-face/in-person in markets become applicable? | The Department is using video remote interpretation and virtual onsite as well as in-person interpretation with the respect to COVID-19 guidelines |
| 4. | Section 2.5 Scope of Services, Subsection 2.5.5.4. Will the Department accept a New Hampshire criminal background check? | Yes, please refer to Section 2.5.5.4. |
| 5. | Appendix D – Fee For Service Rate Sheet Deaf and Hard of Hearing Is the current video remote interpretation (VRI) rate for American Sign Language is listed as \$3.00 / minutes? | Yes. Please refer to the Governor and Executive Council April 17, 2019 Agenda, Item # 8. https://sos.nh.gov/april-17-2019/ |
| 6. | Appendix E – Fee For Service Rate Sheet 1. Is over-the-phone-interpretation (OPI) rate for All languages is listed as \$1.75 / minute? 2. What is the current OPI per minute rate? | 1. Yes. 2. Please see Addendum #1. |
| 7. | Appendix E– Fee For Service Rate Sheet Is the current video remote interpretation (VRI) rate for All languages is listed as \$1.85 / minute? | Yes. Please refer to the Governor and Executive Council April 17, 2019 Agenda, Item # 8. https://sos.nh.gov/april-17-2019/ |
| 8. | Appendix E– Fee For Service Rate Sheet | Please see Appendix E – Fee for Service Rate Sheet. |



| | | |
|-----|---|--|
| | Is English to Braille pricing required or will cost be allocated by job/individual quote? | English to Braille cost must be provided. |
| 9. | Appendix E– Fee For Service Rate Sheet Did you want vendor to provide hourly cost for large print? | Please see Addendum #1. |
| 10. | Appendix D Fee For Service Rate Sheet Deaf and Hard of Hearing & Appendix E – Fee for Service Rate Sheet Spoken Language 1. How are interpreting services for Deaf and Hard of hearing determined? 2. How are services for all in-person interpreting services Spoken Language determined? | 1. In-Person Interpretation – is billed according to NH DOE authorized rates and include administrative overhead. 2. Face-to-Face (FTF) In-Person Interpretation is billed at 2 hour minimum, and thereafter in 15 minute increments. Any consecutive appointments at the same location by the same interpreter shall be treated as a singular appointment for billing purposes |
| 11. | General Question What are the current rates the Department pays for in-person interpreting? | Please refer to the Governor and Executive Council April 17, 2019 Agenda, Item # 8. https://sos.nh.gov/april-17-2019/ |
| 12. | General Question Who is/are the current vendors providing OPI, VRI, document translation, and in-person services. | Please refer to the Governor and Executive Council April 17, 2019 Agenda, Item # 8. https://sos.nh.gov/april-17-2019/ |
| 13. | General Question What challenges does the Department seek to resolve? | Please see Section 1.1. Purpose and Overview |



| | | |
|-----|--|---|
| 14. | General Question What was the Departments translation spend by location and by language in 2020? | The Department has the comprehensive data for 2019, Please see Section 2.3. Historical Utilization. |
| 15. | General Question What methods are currently used to send and receive document for written translation? | Electronically via email. |